Statewide Broker Webinar

This webinar will begin at 12:00 PM. If you can see this screen you are prepared to participate.

This webinar is not being recorded, but this PowerPoint will be available on Assister Central

During the webinar, please use the “chat” feature (look for the “chat” image circled below) to submit questions!

August 8, 2019
Recertification for Open Enrollment (OE) 2020
OE 2020 Recertification Requirements

- All brokers must complete recertification prior to the start of open enrollment (OE).

- Training requirements for OE 2020 (approximately 2 hours):
  - MNsure Data Security and Privacy, MNsure Accessibility Compliance and Ethics (1 CE credit)
  - MNsure Assister Portal (1 CE credit)
  - Achieve a score of at least 80% on the knowledge assessment
OE 2020 Recertification Process

- Recertification training will be available starting in early September
- Once the courses are available, MNsure will email all brokers instructions for completing recertification
OE 2020 Recertification Process

- Recertification training requirements must be completed by Thursday, October 10, 2019 or your certified status will lapse:
  - You will no longer be authorized to assist consumers with the application and enrollment process
  - You will no longer have access to Broker Line services
  - Your access to the assister portal will be suspended (if applicable)
  - Brokers will be removed from the online Assister Directory

- Suspended brokers will be able to reactivate their certification after the date of their suspension by completing all outstanding recertification requirements.
New this year: Training for Broker Support Staff

- We recognize that support staff other than the AOR at broker agencies may need to contact MNsure
- Support staff who will be contacting MNsure will be required to complete the following:
  - Data Privacy and Security
  - MNsure Accessibility Compliance and Ethics
FTI Notice Update
FTI Notice Update

- MNsure matches data each year from IRS tax returns to verify and renew eligibility for financial assistance.

- A consumer must give MNsure permission to be able to access this information.

- On Friday, August 2, 2019, MNsure mailed approximately 3,850 notices to households where one or more QHP enrollees need to provide MNsure with IRS data authorization if they want their eligibility for financial assistance to be verified and renewed for 2020 (known as the FTI authorization).

- MNsure is also emailing brokers who are associated with consumers who received the FTI notice.
FTI Notice Update

- What happens if enrollees do not complete the authorization?
  - Consumers will not be able to receive any APTC or cost-sharing reductions in 2020.
  - Consumers may also receive a health care renewal notice that will not show available financial assistance.
- Consumers should complete this authorization within two weeks of receiving the notice. They can choose an authorization from one to five years for verifying income data.
FTI Notice Update

Some key points about the notice:

- Consumers can use the online tool on MNsure.org to submit their authorization. To use the online tool, the primary applicant listed on the notice will need to provide their last name and Case Number which can both be found at the top of the notice.

- Consumers can only submit their authorization via the online tool once. If enrollees want to change their authorization after they have already submitted it online, they can call the MNsure Contact Center so that a paper form can be sent to them.
FTI Notice Update

- Key points cont’d
  - If consumers are unable to use the online tool due to system issues or lack of internet access, etc., they can fill out the paper form that comes with the letter and mail it back with the enclosed envelope.
  - If a consumer has lost their letter, they can call the MNsure Contact Center. The Contact Center will attempt to provide them with the information they need to use the online form.
  - The letters will not show in a consumer's MNsure online account.
New Policy and Procedure: Book of Business Transfers
MNsure Book of Business Transfer Policy


- Guidelines related to an agency request to change the agent of record from one broker in the agency to another broker in the agency.

- Typical book of business transfer requests are for a large number of consumers at one time.
MNsure Book of Business Transfer Policy

- Book of business transfers for MNsure consumers cannot be done through the carrier.

- The consumer must log into their MNsure account and delete the former broker information and enter in the reference number of the new broker. This can be done through the “Manage My Assister” page in the consumer’s account.

- When the change is made to a different broker through the consumer’s MNsure account, a new enrollment record will be sent to the carrier with the new broker information.
AOR/Assister Portal Updates
Upcoming Communications

- MNsure will email brokers who associated with their clients using the electronic AOR form rather than the portal.

- Brokers will be instructed to contact these clients in order to make the association on the Assister Portal. This will ensure that the broker’s reference number and name are associated with the consumer in the consumer’s MNsure account.
Access to the Assister Portal

- Certified brokers are given access to MNsure’s assister portal once assister portal training has been completed.

- If you have not done so already, please log into the Assister Portal dashboard now to make sure you are successfully able to access your account.

- If you are unable to access your account, please send a screenshot of the message received and your assister portal username to the broker service inbox at brokers@mnsure.org.
Account Maintenance Week!

August 12 - 16
Account Maintenance Week

- The months leading up to open enrollment are a critical time for consumers to make sure they are prepared for the renewal process.

- Help MNsure raise awareness of the importance of reporting changes by participating in our “Account Maintenance Week” from August 12 – 16.

- We have shared a printable poster, and will be sending out a social media toolkit later this week.

- Remind consumers to:
  - Verify their username and/or password
  - Verify their address, phone and email address are current
  - Report life changes which include, but are not limited to, a change in job, income or projected annual income.
Thank you!

Use #6 to unmute your line and ask a question. Remember to state your name and organization. Use *6 to remute your line when you are done.

To submit questions via chat, click on the “chat” bubble image on the bottom of your screen to access this feature.